



100 Chestnut Street
Suite 600
Rochester, NY 14604
585.CHoice 1
585.530.2924 (fax)
www.choiceonecom.com

January 7, 2005

HARBRO AUTO SALES AND SERVICE INC.
PO BOX 578
LINWOOD MA 01525

**YOU MUST CHOOSE A NEW LOCAL, LONG DISTANCE AND/OR INTERNET SERVICE PROVIDER
BY FEBRUARY 16, 2005**

Dear Customer:

We regret to inform you that, although Choice One Communications will continue to provide service to Massachusetts customers generally, as of March 7, 2005, Choice One will no longer provide local, long distance and/or Internet services to the specific service location(s) listed below:

546 PROVIDENCE RD WHITINSVILLE 01588

584 PROVIDENCE RD WHITINSVILLE 01588

Your action is required! You must select a new provider for each of the services (local, long distance, toll-free, data and/or Internet services) Choice One currently provides the service location(s) specified. Please act quickly to select a new carrier no later than February 16, 2005. All of your services must be converted by March 7, 2005 or you risk losing service.

Please note:

If Choice One is your local telephone provider but not your long distance or Internet provider:

- Please contact an alternative local telephone provider.
- After selecting a new local telephone provider, please also contact your current long distance and/or Internet service providers to confirm those services.

If Choice One provides your long distance, toll free, data and/or Internet services (but not local service):

- Please contact an alternative provider for these services.

Choice One soon will file an application with the U.S. Federal Communications Commission ("FCC") seeking approval of its proposed limited discontinuance of service to select customers. The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments within 15 days of receipt of this notification. Address them to the Federal Communications Commission, Washington, DC 20554, referencing the § 63.71 Application of Choice One Communications of Massachusetts Inc. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Choice One extends our appreciation and sincere thanks for giving us the opportunity to serve you. We regret any inconvenience this change may cause you. If you need help identifying alternative local, long distance or Internet service providers you can generally find them in your local directory. If you desire our assistance please call our Client Relationship Center at 888-832-5801 or contact your specific Choice One representative.

Sincerely,

Choice One Communications